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OFFICE
DEFECTS INVESTIGATION

January 7, 2000

Mr. Jon White
National Highway Traffic Safety Administration
400 7th St. SW
Washington, DC 20590

Recall #99E-036

Dear Mr. White:

Enclosed is our Quarterly Status Report for calendar quarter 4, covering the October 1, 1999 through December 31, 1999 period. Some explanation is required to provide an understanding of the remedy rate. This product is installed primarily in fold-down type camping trailers. When we first made notification in November 1999, most customers had already stored the unit for the winter. We have received many calls from customers asking if they can wait until spring to have the remedy completed. We expect the first quarter of 2000 to also be somewhat slow. A higher number of units will be repaired in the second and third quarters of 2000.

If you have any questions pertaining to the report, please contact us.

Best Regards,

Norcold, Inc.

Mike Hoelscher
Manager, Customer Services

Sales
Phone: 1-800-752-8854
Fax: 937-487-3092

Customer Support Center
2655 Campbell Road
P.O. Box 4248
Sidney, OH 45385

Service
Phone: 1-800-543-1219
Fax: 937-487-3183

Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.8

Report Date : 1/11/00

Calendar Quarter: 4

Safety Recall Quarterly Report from October 01 1999 through December 31 1999

Manufacturer: Norcold Inc.

Report Author: Ed Thompson

Phone: (937) 497-3188

Recall Subject: Stress Corrosion Cracking - Swivel Nut of Pressure Tap Component

1. NHTSA Safety Recall Campaign Number: 99E-036

Also, for completeness, if your company has assigned a code number to this campaign, Please provide your code:

2. (a) The Date notification to purchasers began: November 5 1999

(b) The Date notification of purchasers was completed: On going

3. The Total Number of Vehicles Involved: 127035

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied : 6574

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 0

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

5. Vehicles Determined to be Unreachable

Total Number Exported: 1

Total Number Stolen: 0

Total Number Scrapped: 829

Total Number Unable to Notify: 1839

Total Number Otherwise Unreachable:

Describe Other:



April 4, 2000

Mr. Jonathan White
National Highway Traffic Safety Administration
400 7th St. SW
Washington, DC 20590

Recall #99E-036

Dear Mr. White:

Enclosed is our quarterly report for the first quarter of 2000. To understand the remedy rate, the affected refrigerators are primarily installed into tent folding trailers. Most customer trailers were stored for the winter when notification began in November 1999. These trailers remain in storage until April or May. We expect a higher number of refrigerator repairs during the second and third quarters of 2000.

If you have questions pertaining to the report, please contact me at 1-937-497-3188.

Respectfully,

Ed Thompson
Norcold Customer Services

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
APR 10 2000

Sales
Phone: 1-800-752-8854
Fax: 937-497-3082

Customer Support Center
2655 Campbell Road
P.O. Box 4248
Sidney, OH 45365

Service
Phone: 1-800-643-1218
Fax: 937-497-3183

Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date : 4/3/00

Calendar Quarter: 1

Safety Recall Quarterly Report from January 01 2000 **through** March 31 2000

Manufacturer: Norcold Inc.

Report Author: Ed Thompson

Phone: (937) 497-3188

Recall Subject: Stress Corrosion Cracking – Swivel Nut of Pressure Tap Component

1. NHTSA Safety Recall Campaign Number: 99E-036

Also, for completeness, if your company has assigned a code number to this campaign, Please provide your code:

2. (a) The Date notification to purchasers began: November 5 1999

(b) The Date notification of purchasers was completed: On going

3. The Total Number of Vehicles Involved: 127035

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied : 14931

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 0

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

5. Vehicles Determined to be Unreachable

Total Number Exported: 1

Total Number Stolen: 0

Total Number Scrapped: 840

Total Number Unable to Notify: 2462

Total Number Otherwise Unreachable:

Describe Other:

Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.8

Report Date : 7/14/00

Calendar Quarter: 2

Safety Recall Quarterly Report from April 01 2000 through June 30 2000

Manufacturer: Norcold Inc.

Report Author: Ed Thompson

Phone: (837) 497-3188

Recall Subject: Stress Corrosion Cracking – Swivel Nut of Pressure Tap Component

1. NHTSA Safety Recall Campaign Number: 99E-038

Also, for completeness, if your company has assigned a code number to this campaign, Please provide your code:

2. (a) The Date notification to purchasers began: November 5 1999

(b) The Date notification of purchasers was completed: On going

3. The Total Number of Vehicles Involved: 127035

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied : 27132

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 0

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

6. Vehicles Determined to be Unreachable

Total Number Exported: 1

Total Number Stolen: 0

Total Number Scrapped: 841

Total Number Unable to Notify: 2503

Total Number Otherwise Unreachable:

Describe Other:



October 13, 2000

Mr. Jonathan White
National Highway Traffic Safety Administration
400 7th St. SW
Washington, DC 20590

Recall #99E-036

Dear Mr. White:

Enclosed is our quarterly report for the third quarter of 2000. If you have questions pertaining to this report, please contact me at 1-937-497-3188.

Respectfully,

Ed Thompson
Norcold Customer Services

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OCT 16 AM 10:18
OFFICE
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Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date : 10/12/00

Calendar Quarter: 3

Safety Recall Quarterly Report from July 01 2000 through September 30 2000

Manufacturer: Norcold Inc.

Report Author: Ed Thompson

Phone: (937) 497-3188

Recall Subject: Stress Corrosion Cracking - Swivel Nut of Pressure Tap Component

1. NHTSA Safety Recall Campaign Number: 99E-036

Also, for completeness, if your company has assigned a code number to this campaign, Please provide your code:

2. (a) The Date notification to purchasers began: November 5 1999

(b) The Date notification of purchasers was completed: On going

3. The Total Number of Vehicles Involved: 127035

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied : 33953

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 0

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

5. Vehicles Determined to be Unreachable

Total Number Exported: 1

Total Number Stolen: 0

Total Number Scrapped: 874

Total Number Unable to Notify: 2292

Total Number Otherwise Unreachable:

Describe Other:



January 16, 2001

Mr. Jonathan White
National Highway Traffic Safety Administration
400 7th St SW
Washington, DC 20590

Recall #99E-036

Dear Mr. White,

Enclosed is our quarterly report for the fourth quarter of 2000. If you have questions pertaining to this report, please contact me at 1-937-497-3188.

Respectfully,

A handwritten signature in black ink, appearing to read "Ed Thompson", with a long, sweeping horizontal line extending to the right.

Ed Thompson
Norcold Customer Services

Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date : 1/15/01

Calendar Quarter: 4

Safety Recall Quarterly Report from October 01 2000 through December 31 2000

Manufacturer: Norcold Inc.

Report Author: Ed Thompson

Phone: (937) 487-3188

Recall Subject: Stress Corrosion Cracking - Swivel Nut of Pressure Tap Component

1. NHTSA Safety Recall Campaign Number: 99E-036

Also, for completeness, if your company has assigned a code number to this campaign, Please provide your code:

2. (a) The Date notification to purchasers began: November 5 1999

(b) The Date notification of purchasers was completed: On going

3. The Total Number of Vehicles Involved: 127035

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer).

4. (a) Total Number Inspected & Remedied : 37321

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 0

Total number of vehicles involved in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

5. Vehicles Determined to be Unreachable

Total Number Exported: 1

Total Number Stolen: 0

Total Number Scrapped: 876

Total Number Unable to Notify: 5982

Total Number Otherwise Unreachable:

Describe Other: